



# UNITED STATES MARINE CORPS

MARINE CORPS BASE  
PSC BOX 20004  
CAMP LEJEUNE, NORTH CAROLINA 28542-0004

BO P11101.33

BDFH

09 DEC 1998

## BASE ORDER P11101.33

From: Commanding General

To: Distribution List

Subj: FAMILY HOUSING MANUAL

Encl: (1) LOCATOR SHEET

1. Purpose. To provide instructions and regulations pertaining to the occupancy of family housing at Camp Lejeune and Marine Corps Air Station, New River, North Carolina.

2. Action. This Manual will be issued to individuals upon assignment to family housing. All residents are required to familiarize themselves with this Manual and be guided by the instructions contained herein.

3. Concurrence. This Manual has been coordinated with and concurred in by the Commanding Generals, II Marine Expeditionary Force, 2d Marine Division, 2d Force Service Support Group, and the Commanding Officers, Marine Corps Air Station, New River, Naval Hospital, and Dental Command.

4. Reserve Applicability. This Manual is applicable to the Marine Corps Reserve.

5. Certification. Reviewed and approved this date.

  
RAY L. SMITH

DISTRIBUTION: A plus DFH (20)

BO P11101.33

09 DEC 1998

LOCATOR SHEET

Subj: FAMILY HOUSING MANUAL

Location: \_\_\_\_\_  
(Indicate location(s) of copy(ies) of this Manual.)

ENCLOSURE (1)

## FAMILY HOUSING MANUAL

### RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporated Change

# FAMILY HOUSING MANUAL

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## COMMANDING GENERAL

MARINE CORPS BASE  
PSC BOX 20004, CAMP LEJEUNE NC 28542-0004

Welcome aboard Marine Corps Base Camp Lejeune/Marine Corps Air Station New River! I hope your tour and overall experience here is an enjoyable one. Important to this experience will be the overall quality of life that you enjoy. Few things are more important to quality of life than the accommodations in which you live.

It is my goal to provide the most comfortable and well-maintained quarters possible for all our service families. In order to accomplish this goal, it is necessary that residents perform such routine household maintenance tasks as would be expected of a "prudent homeowner". Each occupant must do their part to ensure that our high standards are maintained and that they are committed to being good neighbors and responsible members of the community. To that end, this order is designed to assist you in answering any questions you may have regarding occupancy of these quarters.

Again, I sincerely wish you a very pleasant and comfortable stay during your tour at Camp Lejeune/MCAS New River.

  
RAY L. SMITH

# FAMILY HOUSING MANUAL

## CHAPTER 1

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# FAMILY HOUSING MANUAL

## CHAPTER 1

### GENERAL INFORMATION

#### 1000. GENERAL INFORMATION

1. The information and instructions contained in this Manual have been compiled to make your occupancy of government family housing as pleasant as possible. In preparing this Manual, our objective is to provide guidance and answers to questions concerning occupancy of family housing. The Quarters Lease Agreement, Appendix A, specifically addresses occupancy of government quarters and areas relevant to family housing. You must remember that, although many issues are not specifically referred to in these pages, the spirit or intent of this Manual is as equally valid as the "literal meaning."

1001. INFORMATION PERTINENT TO HOUSING MATTERS. The following offices shall handle all matters relating to housing:

1. Director, Family Housing ..... 451-2895 ext. 202
2. Routine Maintenance ..... 451-2244/45/46  
(0800-1630 Monday through Friday)
3. Self-Help ..... 451-2895 ext. 239  
(0800-1600 Monday through Friday, 0800-1200 Saturday\*)  
\* Closed on holiday weekends
4. Emergency Maintenance ..... 451-3001  
(After working hours, weekends, and holidays)
5. Customer Service ..... 451-2895 ext. 210

1002. OFFICE HOURS. The above offices dealing with housing matters are open from 0800 to 1600, Monday through Friday.

1003. HOUSING POLICY. It is the policy of the Commanding General that residents of family housing should regard their responsibility toward the dwelling unit, its equipment, and the surrounding yard areas as would a prudent resident of a private dwelling. The rights, privileges, and responsibilities of the resident are those of a normal tenancy. Residents of family housing may expect to move into clean, well kept units and shall be required, when vacating, to leave the units and surrounding areas in a clean and well kept condition.

1004. LIABILITY

1. The sponsor to whom family housing is assigned shall be held solely responsible for loss or damage to any item of assigned government furnishings, appliances, and/or other government property (normal wear excepted) arising from resident, dependents, or guests' carelessness or negligent acts. The sponsor will be required to make necessary repairs or will be given the opportunity to reimburse the government for damage due to negligence by themselves, their family, or guests prior to vacating quarters. Contact your area manager for guidance in making the required repairs.

2. If voluntary repairs and/or reimbursement is not effected, such damage may be the subject of a formal investigation or other appropriate administrative action. The Government will take aggressive action to collect all claims for reimbursement for lost property or damages to the housing units. The Government is **not** liable for replacing damaged or destroyed personal property.

3. It is strongly suggested that residents of government quarters obtain insurance coverage for their personal property. This type of insurance is commonly referred to as Renter's Insurance. This insurance covers and pays up to the limit of liability of the policy for damages for which the insured is legally liable. This type of insurance is particularly valuable in the case of fire damage.

1005. MAINTENANCE

1. Family housing will be maintained at a standard that will provide adequate accommodations in good condition, protect the units from deterioration, and ensure economical maintenance. The level of maintenance provided in family housing will be equivalent to that provided by prudent management of civilian rental housing of similar type and value.

2. Quarters will be renovated between occupancies in accordance with current directives and to the extent necessary to provide an acceptable condition. This work normally includes:

a. Interior painting as necessary (accomplished no more than once every three years).

b. Hardwood floors refinished no more than once every 10 years.



c. Electrical, plumbing, and heating systems inspected and checked for proper operation.

3. Exterior painting is performed on a scheduled basis, normally every five years.

4. Structural changes such as the addition of handrails or ramps, will only be made in the event of a valid requirement for handicap accessibility.

5. For routine service such as failure of a government appliance, a bona fide repair, or damage to government property, call 451-2244/45/46 during normal working hours.

6. For EMERGENCY repairs during or after normal working hours, call 451-3001. The following items are considered to be of an emergency nature:

a. Heat Pumps - when necessary to avoid severe discomfort or fire hazards exist.

b. Ranges - when entire range is inoperative.

c. Blocked drains or commodes - if necessary to permit occupancy of the quarters. Commodes are an emergency if there is only one in the quarters, or when raw sewage has back flowed into the quarters.

d. Refrigerators - when the refrigerator or freezer is inoperative - to prevent loss of food.

e. Electrical problems that cause a fire hazard or leave the quarters without electrical power.

f. Water system - if causing damage or leaves the quarters without water.

7. A valid emergency must exist to justify the expenditure of government funds after normal working hours.

1006. AREA MANAGERS. It is the desire of family housing to continually provide better service to you, the resident. In an attempt to better serve you, an area manager has been assigned to each housing area. It is their function to assist you with any questions or problems you might have and to ensure regulations are adhered to.

1007. WRITTEN REQUESTS/LETTERS

1. Quite often, residents of Family Housing find it necessary to request special consideration for particular problems or desires. While many of these issues are considered to be routine by the Housing Office, we recognize the individual's desire to be heard. In order to curtail unnecessary paperwork and make your requests easier to submit, Administrative Action (AA) Forms are not required.

a. You may submit a letter from either the military member or spouse with power of attorney to the Director, Family Housing to consider your request, or you may send E-mail to the Family Housing Mailbox. Use FAMHSG or HOUSINGF@CLB.USMC.MIL. Please read the information contained in this paragraph for special instructions (if applicable). Requests which require commanding officer endorsement must also be forwarded through your command when using E-mail.

b. Please include pertinent details, supporting documentation (if any), reason for request, address, and daytime phone number so that you can be contacted if additional information is required.

2. Requests for retention of quarters past EAS or while on terminal leave may also be submitted by letter; however, these requests must be endorsed by your commanding officer to ensure compliance with the Family Housing Administration Order, which states "...Noncompliance will result in cognizant organizational unit assuming responsibility for cleaning and checking out quarters of member concerned." This does not take away the individual's responsibility to clean quarters on check out; it ensures that requirements are met.

3. Requests for retention of quarters during unaccompanied overseas tours may be submitted by letter format contained in Appendix B.

4. Requests for retention while awaiting government housing overseas may be submitted by letter format contained in Appendix C.

5. Requests for hosting Foreign Exchange Students may be submitted in letter format using the guidelines in paragraph 1008 of this Manual.

6. Requests for providing Foster Home Care may be submitted in letter format containing the information provided in BO P11101.30K (Family Housing Administration, para 2002.5).

1008. FOREIGN EXCHANGE STUDENTS

1. There are a number of national and international organizations whose purpose is to place foreign exchange students in homes within the United States during a school year so that the foreign student may have an enriching cultural and educational experience. Such exchanges are also valuable to the host families and student bodies of the host schools because of the experiences and background the foreign student brings to the relationship. Foreign exchange students are permitted to reside as guests in family housing provided that the military sponsor has requested and received authorization for the placement.

2. Requests to house a foreign exchange student in family quarters will be submitted to the Assistant Chief of Staff, Manpower, via the Director, Family Housing and the Assistant Chief of Staff, Facilities. Such a request will contain:

a. Complete identification of the foreign student to include full name, nationality, age, sex, and home address;

b. The name and address of the sponsoring organization and the name, address, and telephone number of the local representative of that organization;

c. Written authorization from the superintendent of the Camp Lejeune Dependents Schools (CLDS) or his authorized designee accepting the student for enrollment in CLDS;

d. A written and signed statement from the local representative of the sponsoring organization certifying that the representative has conducted an in-home interview with the prospective host family and finds that it would be capable of meeting the financial, social, and emotional demands imposed by hosting a foreign exchange student;

e. Certification in writing from the sponsoring organization that it complies with the United States Information Agency's (USIA) "Criteria for Exchange-Visitor Teenager Program" regulations and the standards approved by the Council on Standards for International Education Travel (CSIET) for international educational travel programs. Copies of these regulations may be obtained from the Director, Family Housing. This certification must expressly state that the student will be informed of placement aboard a military base prior to the student departing his or her home;

f. Written certification from the military host that:

(1) The sponsoring organization has provided the personal and cultural information concerning the student required by the USIA regulations;

(2) The military host has been provided a complete explanation of the financial arrangements for support of the student, the insurance program covering the student, and the arrangements for medical treatment should it become necessary;

(3) The military host has read and understands the USIA and CSIET regulations and standards and will report to the Director, Family Housing any violation of those regulations or standards by the sponsoring organization, and;

(4) The military host will immediately inform the Director if the student leaves family quarters and provide an explanation of the reason for departure;

(5) The military host is not expected to deploy or be TAD in excess of 30 days during the academic year.

3. The Director, Family Housing will inform the Assistant Chief of Staff, Manpower, of any reports of violations of USIA/CSIET regulations, and of any change in placement of students.

4. While the presence of foreign exchange students aboard Camp Lejeune and in the CLDS is a good cultural resource for families and students, it must be understood that a foreign student, separated from home and family by a wide geographic and cultural gulf, is in an extremely vulnerable position. The purpose of the USIA and CSIET regulations and standards is to ensure that these students are not exploited and are well treated so that their experience is positive and problems are avoided. Adherence to the requirements set out above will help achieve that goal.

#### 1009. CONTINUED OCCUPANCY

1. Service members in receipt of Unaccompanied Permanent Change of Station (PCS) Orders may request that their dependents remain in government quarters during their tour of duty. The request should be submitted to the Housing Director at least 45 days prior to detachment. Requests from members who have had incidents involving misconduct either by themselves or their dependents, or have received Housing Department notices (citations) for violations may not be approved. Any approvals will be contingent upon both the member and their spouse signing a Statement of Understanding.

2. Service members in receipt of Overseas Accompanied Permanent Change of Station Orders may request that their dependents remain in government quarters, while awaiting assignment to overseas family housing, for up to one year. The request should be submitted to the Housing Director at least 45 days prior to detachment. Requests for members who have had incidents involving misconduct either by themselves or their dependents or have received Housing Department notices (citations) for violations may not be approved.

3. At any time during the service member's absence the family wishes to leave the quarters, the Housing Department must be notified. If the absence exceeds 90 days, the resident must vacate government quarters.

4. Residents of government quarters in receipt of PCS orders with Temporary Additional Duty (TAD) enroute (Recruiter School, Drill Instructor School, Embassy School, etc.) who wish their dependents to remain in quarters for the TAD portion must notify the Family Housing Office at least 30 days prior to detachment. Service members on TAD orders are not required to submit requests for continued occupancy of government quarters, although they should notify the Housing Department if their TAD orders are to exceed 30 days. If at any time during the service member's absence the family wishes to leave the quarters for more than 90 days, the resident must vacate government quarters according to normal procedures.

5. Single parents who are in receipt of TAD orders or deployed, will have to vacate government quarters or submit a request to have a guardian stay in the quarters with their children. If the single parent chooses to vacate the quarters, all household goods and personal belongings will be stored at the expense of the government. The single parent can re-apply for quarters prior to his/her return from TAD or deployment.

1010. RELOCATION. Once eligible personnel are assigned to a set of quarters, they will not normally be reassigned another set of quarters. Personnel are not authorized to relocate from one type of housing to another, except in the following circumstances:

1. Enlisted personnel occupying family housing and promoted to officer rank must apply for officer's quarters. Officer personnel occupying family housing and reverted to enlisted rank likewise must apply for enlisted quarters as soon as they are officially reverted. Control dates for such application will be the original control date. In both cases, relocation will be at no cost to the individual.

2. Personnel occupying family housing who have a change in number of dependents or whose children reach age levels which change quarters eligibility or who have been promoted to the next rank category may voluntarily apply to relocate at their own expense when at least nine months occupancy of the new quarters can be expected. The control date will be the date of application.

3. When relocation is on a voluntary basis, cash rent will be charged equal to Basic Allowance for Housing (BAH) in addition to the forfeiture of the member's BAH as long as the member is assigned simultaneously to two family housing units and until the unit being vacated has been turned back to the Family Housing Division.

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## CHAPTER 2

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# FAMILY HOUSING MANUAL

## CHAPTER 2

### RULES AND REGULATIONS

2000. OCCUPANCY. Government quarters are for the occupancy of assigned military personnel and their bona fide dependents. Upon assignment of quarters, all pets must be registered in accordance with Quarters Lease Agreement, Appendix F. Physical assignment of quarters and orientation is accomplished by appointment at the Family Housing Office. Residents have 10 days to return their quarters condition report.

2001. CONDUCT OF QUARTERS OCCUPANTS. Each resident assigned public quarters will conduct themselves in a proper manner with due regard for the rights and property of other tenants. Each resident must understand that the grounds surrounding their unit are, in essence, considered to be their private yard and is therefore entitled to the same privacy which would be afforded in a civilian community. Assignment to the housing property does not, in itself, give the resident and their dependents the right to use the property occupied by or assigned to other residents.

2002. BABYSITTING. Casual babysitting is permitted in Family Housing. However, "No child under the age of 10 shall be left in quarters unless in the custody of a person at least 12 years old. Additionally, any parent, guardian, caretaker, or sponsor of a child who intends to leave quarters for more than 24 hours must arrange for another adult in the same or adjacent housing area to assume responsibility for any child left in quarters."

2003. GUESTS. A guest is defined as a person invited by the military sponsor who does not contribute directly or indirectly to any of the household expenses that sponsor must bear because of such a visit. In accordance with Appendix A, visitors staying over seven days must be registered with the Family Housing Office; visits in excess of 30 days must be approved in writing by the Director, Family Housing. Visitations that impact Base facilities, sanitation, utility consumption, bedroom requirements of the military member and dependents, and the general welfare of those involved will be considered.

2004. ABSENCE FROM QUARTERS. When sponsors are serving on TAD, deployment, or an unaccompanied tour which causes them to reside away from assigned quarters, and dependents desire to absent

themselves from quarters at the same time, the Commanding General may permit retention of quarters for a period normally not to exceed 90 days of non-occupancy in a 12-month period.

2005. COMMERCIAL ENTERPRISES

1. Requests for permission to conduct a home enterprise such as tailoring, tax preparation, dressmaking, etc., in family housing should be made in writing to the Director, Family Housing. All installation, local, State, and Federal laws, regulations, and licensing requirements will be considered before permission to conduct a business is granted. Businesses will not be allowed which adversely affect the tranquillity or safety of the military community. Businesses will not duplicate the sale of merchandise and service readily available through the installation's officially sanctioned commerce.

2. Casual baby-sitting is permitted in family housing. This consists of caring for other individual's children in either the sitter's or the child's house. A Family Day Care Home is a family housing unit other than the child's home in which care is provided for not more than six children. Contact the Human Services Directorate for information regarding this program.

3. Residents may request to make minor modifications to the housing unit, such as the installation of an additional electrical outlet, to assist them in their business; however, if approved by the Director, the modification cost will be borne by the resident. When approved modifications are of an extensive nature, the home must be returned to its original configuration prior to the tenant moving. Additionally, utility costs associated with home enterprises may be recouped by the Government, if collection is considered cost effective.

2006. HOBBIES. The pursuit of personal hobbies such as auto repair, boat building, etc., entailing major projects in or near quarters areas is prohibited. Minor repairs to autos or boats is permissible. Changing spark plugs, tires, or windshield wipers are considered minor repairs. Oil changes of autos are not authorized in or near quarters areas. Use of appropriate hobby shops for major repairs or projects is recommended. The operation of ceramic kilns on a commercial basis is prohibited.

2007. DANGEROUS WEAPONS. The possession of "firearms" such as pistols, revolvers, rifles, shotguns, etc., in government quarters is permissible only after registration and authorization as required by current directives. (Contact the MCB or MCAS Provost Marshal.) Where "firearms" or other potentially

dangerous weapons are authorized, all safety precautions must be observed in their handling and storage. Particular care must be used where "firearms" may be accessible to children.

1. The term "weapon" includes air rifles, air pistols, starter pistols, blank and similar type pistols, bows and arrows, crossbows, lock blade knives, pocket knives whose longest blade exceeds three inches, switchblade knives, combat knives, hunting, dive, and marina knives, brass knuckles, nunchakus and other karate type weapons, and blackjacks and other items similar to blackjacks. Privately owned "weapons" do not have to be registered; however they should also be made safe and inaccessible to children at all times and disassembled or locked up when possible.

2. The possession, carrying, displaying, firing, or discharging of any firearm or weapon on the Base (to include MCAS, New River), other than as authorized by the Commanding General, is prohibited.

3. The possession or use of explosives, fireworks, and pyrotechnics is prohibited, except as required in the performance of duties pursuant to official orders.

4. Recreational shooting, hunting, and target practice within the Base are restricted to that specifically permitted by separate instruction.

#### 2008. PETS

1. Pets such as dogs or cats are permitted in the quarters areas provided they do not become a nuisance to the Government or the community. Only two pets, dog(s) and/or cat(s), are allowed per quarters. Owners will be held responsible for compliance with current directives and for any damages caused by their pets. Farm-yard animals, wild animals, domestic rabbits, and exotic pets are not allowed in government quarters. Breeding or raising of animals for commercial purposes in family housing is prohibited.

2. All pets shall be registered with the Housing Office and with the Base Veterinarian within 15 days of occupying government housing or acquiring the pet. Hours of operation for the Base Veterinarian are 0730 to 1630, Monday through Friday. Registration may be accomplished upon presentation of a valid inoculation record. Owners of pets apprehended, for which registration has expired, will be granted 24 hours to claim pet and complete re-registration requirements. Failure to meet requirements will result in the animal being treated as a stray.

3. Keeping a pet on government property is a privilege which must be exercised with due regard to the rights and privacy of others. Repeated complaints against pets which prove to be a public nuisance will result in permanent revocation of permission to keep pets aboard the Base/Air Station or in family housing. For example, a pet may be termed a nuisance if:

- a. it habitually and repeatedly barks, disturbing neighbors.
- b. it defecates on the lawn of quarters not occupied by owners.
- c. it defecates on porch or yard of quarters and the area is not kept clean and sanitary (pet owners are required to police after their pets daily).

4. Owners of pets are responsible for the cleanliness of areas used by the pets. Courtesy dictates consideration for neighbors and children when walking dogs.

**5. Pets are not permitted to run loose at anytime. Pets must be kept within an enclosure or on a hand held leash.**

6. Pets shall not impair the safety of individuals by attacking or biting persons, nor shall pets be permitted to disturb the peace and quiet of the community by excessive barking, chasing vehicles, or committing other nuisances.

7. A pet which bites or attacks a person or another animal without provocation is considered to be vicious. Should an owner fail to exercise proper control of their pet, and that pet bites, mauls, or attacks an individual, the pet must be removed from the housing area within three days from the incident. Any complaints of viciousness or nuisance concerning a pet, if deemed to be valid by proper authority, will be cause for issuance of a Letter of Warning. A second complaint will cause the pet to be barred from the Base. The Base Provost Marshal and the Family Housing Officer each will be responsible for enforcing this regulation.

8. Dogs and cats four months old or older must be inoculated against rabies, and a certificate to that effect must be presented at the time of registration.

9. Dogs and cats must wear a registration and inoculation tag at all times.

10. Pets will be housed at the rear of the dwelling only, not on the porch.

11. Tying of pets to utility poles/equipment, trees or other tethering devices is prohibited.

12. Complaints concerning stray or unattended pets will be directed to the Provost Marshal/Pet Control at 451-2455.

13. Other complaints generally concerning upkeep of grounds around pets will be directed to the area manager.

2009. ALCOHOLIC BEVERAGES/CONTROLLED SUBSTANCES

1. The possession and use of alcoholic beverages purchased by authorized personnel is restricted to assigned government quarters and other authorized places.

a. The possession of alcoholic beverages that have not been purchased at authorized legal resale activities is prohibited, (e.g., non-taxed "moonshine" is illegal).

b. The possession or use of alcoholic beverages by persons under the legal age is prohibited. The legal age for alcoholic beverage consumption in the State of North Carolina is 21 years of age.

2. Residents of government quarters may be evicted for illegally using, selling, or possessing drugs or other illegal controlled substances.

2010. HOUSEHOLD PEST CONTROL

1. Residents are responsible for minor pest control practices consisting of good sanitation and housekeeping practices. Roach traps are available at the Self-Help Store.

a. Residents of government-owned single family dwellings are responsible for pest control measures during their occupancy. Pest control of multi-family dwelling units may be an individual's responsibility if proven that they are the responsible cause of the problem.

b. Residents vacating government quarters who require pest control treatment prior to the pick-up of their personal property will be assessed labor and material charges for this service.

## 2. Termite information

a. The Family Housing Office provides termite treatment for government quarters. Further information concerning treatment can be provided by calling the Housing Maintenance Desk at 451-2244/2245/2246.

b. The swarming termites with black bodies and four long wings that you may see in the area, are not dangerous. If termites do swarm in or around your quarters, they should be killed with a commercial pesticide and vacuumed or swept up. You are requested to report such incidents to the Housing Maintenance Desk; however, you are expected to spray as necessary with a suitable pesticide to control termite swarms. If you live in a multiple-unit (Tarawa Terrace or Watkins Village) the Housing Office will spray the exterior of all those quarters.

2011. LOCKOUTS. Keys are available at the Housing Office during normal working hours. Keys should be picked up in person; however, in an emergency, assistance may be obtained by calling the Housing Maintenance Desk. After working hours, weekends, and holidays, call Emergency Maintenance for assistance. Occupants will be held financially responsible for the service call.

2012. ENTRY OF DWELLINGS. Housing Office and other authorized Marine Corps representatives have the right and obligation to check our quarters for safety, hazardous and environmental conditions, with reasonable notice. Hazardous conditions caused by pets, hobbies, etc., will be repaired/removed at resident expense. The resident could be subject to eviction for continued environmentally hazardous conditions in their quarters. If the residents are not at home when an environmental visit is scheduled, the area manager shall have a representative from their command or unit, a security officer, or another representative from the housing office accompany them when entering the quarters. Every effort will be made to respect the privacy and personal effects of residents of family housing. Emergency entry of quarters by authorized personnel is allowed without prior notice. Written notification of such entry shall be made by leaving a notice of entry into quarters.

2013. DOOR-TO-DOOR SOLICITING. Fund-raising programs approved by the Commanding General and announced in official bulletins authorize door-to-door soliciting. Vendors should be asked to show their permit. Other door-to-door solicitation by either military or civilian personnel is prohibited.

Residents are requested to notify the Provost Marshal when peddlers or uninvited salespeople are encountered.

2014. BURNING AND BONFIRES. Burning rubbish or bonfires WILL NOT be permitted on the Base/Air Station except by special permission of the Fire Chief.

2015. SAFETY PRECAUTIONS. Do not store flammable materials near heaters, stoves, or electrical outlets. Do not use flammable materials for cleaning. Keep matches and lighters away from children. Do not overload electrical circuits. Always use serviceable heavy gauge extension cords when extension cords are required. All tenant-owned electrical appliances must have Underwriters Laboratories approval. Children must be kept away from danger areas. Fireworks, pyrotechnics, and sparklers are not permitted.

2016. COMPLAINTS. It is the Command's desire that residents of family housing live harmoniously with their neighbors. From time to time, however, situations of conflict may arise between residents of quarters which cannot be amicably resolved by the persons concerned. Additionally, unsatisfactory or unsafe conditions may occur that warrant investigation or immediate correction and are not covered by normal procedures. In these instances, the following procedures will apply:

1. All complaints must be made in writing and filed with the Housing Office for complete investigation by the area manager.
2. In the case of disturbances or breaches of peace in housing areas, the Provost Marshal should be notified.
3. Residents who engage in acts of misconduct or unreasonably infringe upon the rights of other residents are subject to eviction from government quarters. Being a nuisance, being derelict in the responsibilities for government property, or for any other "just cause" is also grounds for eviction. Based on the nature of the incident and any other documents contained within the resident's file, the Housing Officer will determine and prepare the appropriate Letter of Warning or Eviction. Letters of Warning and Eviction will be executed by the Assistant Chief of Staff, Facilities. A Notice of Intent to Evict (NOIE) may be appealed with the Base Inspector within 10 days of receipt of the letter. Any move resulting from such termination will be made at the expense of the Government. Personnel evicted from government quarters will not be eligible to apply for government



quarters during the remainder of the member's tour of duty at this installation. During grass cutting season four discrepancy notices or one grass cut conducted by the Housing Office will prompt issuance of a Letter of Warning, and a subsequent violation will prompt issuance of a Letter of Eviction.

2017. CURFEW. The Base has an established Juvenile Curfew for the following hours: 2300-0500 Sunday through Thursday, 2400-0500 Friday, Saturday, and the day prior to a Federal Holiday.

1. During curfew hours, all juveniles (juveniles are defined as a person under 18 years of age, who is not active duty military or married) will remain in assigned quarters, off the street, and out of public places unless accompanied by a parent, guardian, or responsible adult, or at a legitimate activity.
2. An unaccompanied juvenile is authorized to proceed to a legitimate activity, remain until completion, and return to quarters by the most direct route.
3. A legitimate activity is regarded as a bona fide reason for a juvenile to be out of quarters during curfew hours, i.e., employment, religious activities, MWR or school sponsored events, or traveling to and from these activities.
4. Parents and guardians are responsible for their juvenile family members and guests. Violators will be cited, and continued violations may result in eviction.

2018. MAINTENANCE RESPONSIBILITY. The resident of military family housing is responsible for the same routine housekeeping and repair tasks that are expected of the resident of civilian rental housing. The family housing Self-Help Store will provide many items necessary for self-help (see Chapter 3). The residents of government quarters are responsible for any damage which results from negligence, carelessness, accidents, etc., and are expected to reimburse the Government for restoring the unit to its original condition (normal wear and tear excepted). The following are some of the maintenance tasks expected of the resident:

1. Drain Stoppages. Most stoppages are minor and can be cleared by using a plunger. Maintenance will not respond to such requests for service unless the resident has unsuccessfully attempted to clear the blockage. "Plumber's helpers" are available at the Self-Help Store.

2. Broken Windows. Replacement of a broken window is the responsibility of the resident, unless broken through no fault of the tenant i.e., storm, vandalism, etc.
3. Damaged Screens or Screen Doors. Screens damaged by dogs, cats, or children will be the resident's responsibility to replace. Screening is available at Self-Help for a small fee.
4. Broken Light Covers/Globes. Broken light covers/globes will be the residents' responsibility to replace.
5. Heat Pump Filters. Residents should change filters on a monthly basis. Filters are available at the Self-Help Store. Quarters should be made available twice yearly for preventive maintenance inspection. Failure to keep an appointment could result in a surcharge.
6. Electrical Power Outage. When a circuit is overloaded, the circuit breaker will disconnect. If this happens, disconnect the appropriate appliance. Wait two minutes, then push the tripped breaker to the "off" position, then to the "on" position. If the breaker trips again, it indicates a short circuit or an overload and the circuit is unsafe. (Call the Housing Maintenance Desk for assistance.)
7. Door or Cabinet Doors Loose. Tighten or adjust hardware as required.
8. Keys. Upon assignment, two front door keys may be issued, as well as any other keys for those quarters. Re-keying of quarters can be done at the resident's request; however, the resident is responsible for the charge.
9. Outside Faucets in the Renovated Quarters. Under no condition are you to leave a garden hose attached to the outside faucets after use. These outside faucets are freeze proof; and, if you leave a hose attached to the faucet, it prevents the faucet from draining and thereby allows the waterline to freeze or burst. During the summer, if the hose is not turned off at the outside cut off valve and water backs up to the freeze valve, it will cause the inside of the faucet to rupture, requiring its replacement. The cost for repairing damaged faucets due to misuse will be considered the resident's responsibility.

2019. CHANGE IN STATUS. All personnel occupying family housing must report the following changes to the Housing Office:

1. Promotion or reduction in rank.
2. Change in number of dependents.
3. Change in marital status. Quarters must be vacated within 30 days if member and spouse cease living together.
4. Permanent departure of dependents from quarters. Permanent departure shall be assumed if dependent(s) is (are) absent from assigned quarters in excess of 90 days during any deployment.

2020. CARE OF GROUNDS AND QUARTERS. Residents of family housing are responsible for such routine housekeeping and related servicing of quarters, government-owned equipment, and the immediate area surrounding assigned quarters as would be expected of any private homeowner. Routine housekeeping includes, but is not limited to:

1. Cleaning interior and exterior surfaces of all windows.
2. Cleaning carports, garages, storage spaces, porches, steps, walks, and driveways.
3. Cleaning interior walls and woodwork.
4. Cleaning floors.
5. Cleaning light fixtures, window blinds, and shades.
6. Cleaning stoves, refrigerators, ovens, sinks, tubs, toilets, fixtures, and similar household equipment.
7. Care of the immediate grounds to the extent of cutting, trimming, edging walks, and watering of lawns, watering and weeding of shrubs and flower beds, raking leaves, and pickup of trash and debris. Residents shall be held financially responsible for damages incurred during their occupancy of any item of government-owned property. This financial responsibility extends to yard areas. The residents shall be held responsible for the grounds as follows:

a. The grass shall be cut to the curb or pavement in front, including ditches and swales, to not less than half the distance from adjacent dwellings at the sides and rear, except in those instances where the rear area is bordered by woods or public grounds, but not less than 50 feet from the dwelling.

b. All sidewalks, driveways/curbs shall be free of grass, soil, and debris.

c. All residents are encouraged to police the playground areas as a community effort on a daily basis. Playground areas have been provided for the pleasure of your children. Teach them to take proper care of the equipment and grounds while they are enjoying the use of it.

8. Residents of family housing will be responsible for cleaning the vinyl siding on their quarters. Use a mop or brush on a long handle (which is available from Self-Help) to clean the siding. The second story of two story units will be cleaned periodically by contracted agencies.

9. Decorations are not to be attached to the roof or to the vinyl siding. Damages from nails, hooks, etc., are the responsibility of the resident.

10. There are several topsoil drop points in the housing areas. These are located at:

- a. Tarawa Terrace - side street between TT3307 and TT3309.
- b. Midway Park - end of 1700 block & between 800-900 block.
- c. Paradise Point - off Dewey St. on service lane behind 3100 block.
- d. Watkins Village - end of Bicentennial and Florida.
- e. Berkeley Manor - end of Bicentennial and Florida.
- f. MCAS, New River - enlisted area; gravel road before Baxter St., officer area; gravel road to Marina.
- g. Knox Mobile Home Park - end of 1400 block.

11. Quarters that are not maintained in an attractive manner will be issued citations (Quarters Discrepancy Notices) by their

area manager. A sponsor receiving four citations or one grass cut by the Housing Office will receive a Letter of Warning. Once a resident receives a Letter of Warning, a subsequent violation will prompt issuance of a Letter of Eviction.

12. In order to recognize those residents who consistently go that "extra mile" to ensure that the entire exterior appearance of their quarters is above average, a "Yard of the Month" program, coordinated by the Base Inspector's Office, is in effect during the summer months. Yard of the Month awards will be based upon the overall appearance of exterior surroundings, including cleanliness and care of grounds, carports, etc. Appropriate recognition will be made for each recipient.

13. When you plan to depart on leave, TAD, or expect to be gone from your quarters for more than seven days, ensure that adequate arrangements have been made to maintain proper police of your quarters and yard during your absence. Prior to departing, contact the Housing Office and the Provost Marshal. The name and telephone number of the person left responsible for the care of your quarters and grounds is required.

#### 2021. LAWN AND SHRUBS

1. Large open public lawn areas will be maintained by contract personnel. These areas must be kept free of toys, tools, nets, games, and other equipment which might interfere with mowing. Residents are responsible for maintaining the lawns and shrubs adjacent to their quarters in an attractive manner. Lawns will be mowed at least once a week during the growing season; this will include the removal of grass growing through cracks in sidewalks and in street gutters. Area managers will inspect all housing areas each Tuesday, and issue Quarters Discrepancy Notices to all residents who have not cut their grass by this time. Refer to paragraph 2020.11 for further information.

2. Residents are permitted to plant flowers and small shrubs on grounds adjacent to their quarters. Damages to lawns caused by swings, pools, decorations, etc., will be repaired at the resident's expense prior to vacating quarters. Excessive lawn sprinkling is harmful to the grass and wastes water. During Spring and Summer months, watering shall be restricted to times before 0900 and after 1700. Use less than full water pressure. Relocate the sprinkler frequently to prevent soil erosion.

3. Lawns that have been heavily damaged by pets or children's play areas will be re-sodded at least 30 days prior to vacating quarters to ensure the lawn will be returned to its original condition.

4. In housing areas where shrubbery has been replaced around the foundation, and you do not desire to mulch, it is required that shrubbery beds and flower gardens be weed free. If you do desire to mulch, see Appendix D for information on mulching materials and tool rental.

2022. BICYCLES AND TOYS. Bicycles and toys shall not be left unattended in public areas or on sidewalks where they may become a hazard or a nuisance. All are particularly encouraged to exercise due care in this respect. Store all bicycles and toys properly to prevent accidents. All residents, guests, and dependents must wear helmets and other protective gear at all times when bicycling, skating, etc.

2023. SWING SETS. Temporary erection of swing sets and gym sets is permissible upon written request and authorization by the Housing Office. They shall be located in the rear of the quarters as far as is practical, within the rear yard boundaries and shall not create a nuisance or interfere with lawn maintenance. Rope/tire swings are not to be tied to government property or trees.

2024. SWIMMING POOLS. The use of swimming pools in government quarters is prohibited. Small wading pools up to six feet in diameter and one foot in depth are permitted. When filled, they shall be attended to preclude them from becoming a danger to small children. Wading pools will be emptied daily and stored when not in use.

2025. FIREPLACES AND BARBECUES. Portable barbecues may be used in the vicinity of the quarters, but shall be placed to avoid smoke damage or fire hazards. Do not barbecue on screen porches. The installation of permanent outdoor fireplaces or barbecues in the quarters area is prohibited.

2026. DECORATIONS. Seasonal decorations (Christmas, Halloween, etc.) are permitted provided they are made of fire resistant materials. The use of nails, spikes, or fasteners, which leave permanent damage, is prohibited. Decorations are not permitted on the roof. Displays and decorations shall be permitted 30 days prior to the holiday and are to be removed within 10 days after the holiday.

Energy conservation measures, which may affect the type of decoration permitted, will be published seasonally, but as a general rule, exterior lighted decorations are limited and interior electrical decorations should be limited to Christmas trees and minor decorations.

2027. ATHLETIC/BASKETBALL STRUCTURES. Residents are not allowed to attach any structural athletic devices or basketball backstops to any portion of the quarters.

2028. REGISTRATION AND PARKING

1. Privately owned trailers, recreational vehicles, automobiles, motorcycles, and boats for which a title of ownership is required, shall be registered at the Pass and Identification Section of the Provost Marshal's Office.

2. Motor vehicles are to be parked on the road surface beside the curb or in the driveway. At no time will motor vehicles be parked/driven on the grass. Persons violating this regulation will be issued a citation.

3. Recreation vehicle parking for boats, trailers, campers, etc., is provided for all residents of government housing. Apply at the Housing Office for a space in the lot in your area. Keeping your assigned RV parking space in a good state of police at all times is your responsibility. The parking of recreational vehicles adjacent to government quarters is prohibited provided there is space available in designated recreational parking areas. In the event space is not available, the resident will be placed on a waiting list and granted special permission to park the vehicle in the driveway of the quarters (or curbside as required) until space becomes available. At no time will house trailers or camper trailers be connected in any way to government provided utilities.

4. The parking of registered vehicles within the recreational parking areas is strictly prohibited. The parking of inoperable or unregistered vehicles within any housing area is prohibited. Violators will be ticketed by the Provost Marshal and subject to having vehicles towed away at their expense. At no time will vehicles be left on jacks, blocks, etc.

5. Motorcycles/mopeds will not be parked inside screened-in porches, grassy areas, or inside government provided storage facilities, or government quarters.

2029. WASHING OF VEHICLES. Cars, boats, and trailers may be washed on asphalt or concrete surface areas provided dirt, oils, detergents, etc., are not left to accumulate. Washing vehicles or boats on grassed areas is prohibited.

2030. GARBAGE AND TRASH. All quarters are provided with appropriate garbage and trash containers. Replacement trash cans are available at the Self-Help Store. Dead animals shall not be placed in trash containers. Call the Provost Marshal's Office for instructions for pick-up or disposal of such animals. Used oil should be taken to the Auto Hobby Shop for disposal. Leaves and grass clippings must be placed at the curbside. The current trash collection schedule is as follows:

AREAS	REGULAR SCHEDULE	HOLIDAY SCHEDULE (holiday) (pick up)	
Knox Mobile Home Community			
Tarawa Terrace I	Monday	Monday	Tuesday
Tarawa Terrace II			
Hospital Point		Monday or	
Watkins Village	Tuesday	Tuesday	Wednesday
Berkeley Manor		Thursday or	
Paradise Point	Thursday	Friday	Wednesday
Courthouse Bay			
Midway Park			
Rifle Range			
MCAS, New River	Friday	Friday	Thursday

Residents wishing a special trash pick-up will be required to call the Housing Maintenance Desk. Items termed special trash might be boxes, lumber, yard trimmings, etc. Upon acceptance of government quarters, you will be provided with a schedule for household garbage, yard debris, and recycling.



2031. OUTBUILDINGS

1. A doghouse may be authorized by the area manager upon proper application to the Housing Office. It shall conform to the size of the dog, standards of good taste, and shall not detract from the appearance of the quarters. It must be painted white or to match the quarters and kept to the rear of the quarters at all times.

2. Residents may be authorized to install a portable storage building upon proper application to the Housing Office. The building will be kept in the rear of the quarters in a good state of repair. Those not meeting approved standards will be removed.

2032. FENCES. Neat and attractive fences that serve a useful purpose and conform to the specifications of the Housing Office, may be installed with advance permission of the Director, Family Housing. Improper location may result in damage to underground communications lines and utility lines, or may prevent maintenance and emergency personnel from performing their duties. Check with your area manager or the Housing Office for details.

2033. CLOTHESLINES. Umbrella type clotheslines are available at the Self-Help store.

2034. STORAGE/MECHANICAL ROOMS. The use of furnace rooms and heater rooms for storage is prohibited. Residents are responsible for the cleanliness of these rooms. Those quarters which have storage rooms provided must also be kept clean. Flammable goods are prohibited for storage in these areas.

2035. MAJOR APPLIANCES. Major appliances, except washers and dryers, are provided in government quarters and will not be removed. If you own a refrigerator, dishwasher, etc., it is your responsibility to provide storage if you do not wish to keep them in your assigned quarters.

2036. TELEVISION/AMATEUR TRANSCEIVERS. Cable television service is provided in all government housing through Charter Cable TV. This cable service is a private concern, not a government service, and as such, is not free. Call your local cable office for installation.

1. Connection to the Cable system without the authority of the cable TV company is a violation of Federal regulations and could result in criminal prosecution and eviction.

2. Installation of outdoor TV antennas is prohibited in all family housing areas.
3. Registration and permission to operate Amateur/Citizen Band radio equipment must be obtained from the Base Communications Officer, to ensure non-interference with military traffic.
4. Contact the Housing Office for permission to install Amateur/Citizen Band antenna and obtain specific requirements.
5. All labor and materials will be furnished by the resident, who will be liable for any damage sustained to the structure due to the installation or removal of the antenna.

2037. SATELLITE DISHES. Satellite dishes no larger than 18 inches in diameter are authorized with written permission from your area manager. The unit may not be mounted or connected to government quarters. Residents must make application at the Housing Office prior to installation.

2038. AIR CONDITIONERS. Central heat and air conditioning is provided in all government quarters; therefore, no window type air conditioner or fans are authorized. Ceiling fans are authorized with prior approval from the Housing Office.

2039. WATERBEDS. In view of the potential hazard to both government property and personnel, insurance should be obtained by the resident to cover any damages that may occur because of a waterbed. Check with the Family Housing Office before putting a waterbed on the second floor.

2040. GAS APPLIANCES. Residents who wish to install gas appliances must have them inspected by their area manager.

#### 2041. CARE AND CLEANING

##### 1. Floors

a. Hardwood Floors. Clean with a damp mop. Do not let water stand on hardwood floors as it will darken and damage the floor. Certain types of wax are very difficult to remove from floors. Since it is required that all wax be removed when you vacate quarters, you should be careful what type you use. Ask your area manager for assistance. If quarters are not personally carpeted, casters should be used under heavy furniture.

b. Tile Floors. Clean with a damp mop using a mild detergent. Do not let water stand on tile. The water will loosen the tile from the glue and may cause damage to sub-floors. Since it is required that all wax be removed when you vacate quarters, you should be careful what type you use. Casters should be used under heavy furniture.

c. Vinyl Floors (Kitchen and Bathroom). UNDER NO CIRCUMSTANCES ARE OCCUPANTS TO PUT WAX ON THESE FLOORS. Clean with a mop and warm water. Rinse thoroughly as a second step process. If necessary, use a mild cleaning solution of soap and warm water. If the floor is not properly cleaned and rinsed, it will become sticky, attract dirt, and appear dull.

d. Damages to Floors. Damages to floors resulting from occupant negligence; e.g., pet stains, water stains, and not using casters where required, will be repaired at the resident's expense.

2. Picture Hanging. Pictures may be hung using metal picture hangers. Stick-on picture hangers are prohibited.

3. Decals. Use of decals is prohibited.

4. Walls. Wall surfaces may be cleaned by using a damp sponge and a mild cleaner. Furniture should be kept away from walls.

5. Cabinets. Non-sticking shelf paper should be used on cabinet shelves. Do not use contact paper.

6. Ranges

a. Freestanding Electric Ranges. **Trip circuit breaker, pull range partially out, and disconnect from outlet.**

(1) Porcelain. Pull range out and clean exterior of range and floor area. Use warm soapy water or a mild abrasive that will not scratch the range surface.

(2) Surface Units and Surface Unit Controls. Remove drip pans and trim rings and soak in water. Use of a steel wool soap pad is recommended. Most ranges have control knobs that can be pulled off and wiped clean with a damp cloth. Some ranges have push-button controls; these controls cannot be removed for cleaning. It is suggested that a small brush be used to remove soil between controls. Drip pans and trim rings should be washed on a regular basis, same as pots and pans. Dirty or baked-on pans and rings will not be exchanged at Self-Help. They will have to be purchased by the resident.

(3) Oven. Remove oven racks and clean oven interior with warm, soapy water. Scour if necessary using a steel wool soap pad, but avoid using harsh caustic cleaners. If you use a commercial oven cleaner, be sure to follow manufacturer's instructions. If range has an oven light, remove appliance bulb and clean socket area.

(4) Do not use any ammonia or commercial type oven cleaner on any aluminum parts, i.e., drip pans, switch plates, etc.

b. Self-Cleaning Ranges. **Trip circuit breaker for range.**

(1) Stainless Steel. Wash with warm soapy water or mild abrasive that will not scratch range surface.

(2) Surface Units and Surface Unit Controls. Unplug elements for removal. Remove drip pans and wash in hot sudsy water. DO NOT USE STEEL WOOL. Range top is hinged for easier access to clean under range top.

(3) Oven. Remove racks and broiler pan and lid prior to start of self-cleaning cycle. Follow cleaning instructions listed in range manual. Do not disassemble oven doors or clock/timer assembly.

c. Range Hood. Do not remove range hood from wall. Clean hood with a mild detergent. Remove filter and thoroughly clean it. Use care in replacement of filter. Improper placement of the filter will result in breakage of the fan blade. Do not remove fan, but do wipe the blades free of grease and residue. For range hoods in renovated Capehart quarters, refer to paragraph 2047.1.g of this Manual.

7. Refrigerators. DO NOT STORE GOVERNMENT-OWNED REFRIGERATORS ON SCREEN PORCH, CARPORT, OR GARAGE. IT WILL RUST. Residents will be held financially responsible for damage so caused.

a. Inside of Refrigerator. Take out all removable parts. Wash parts with warm water, using a mild soap or mild detergent. Wash the walls with a solution of two tablespoons baking soda to one quart of warm water.

b. Outside of Refrigerator. Clean using a mild soap or mild detergent. Remove base grill and clean. Clean condenser (in rear) with foxtail brush or vacuum cleaner. If your refrigerator defrosts automatically, check defrost water pan behind grill at bottom of refrigerator. Empty and wash.

c. Floor and Wall Area. Clean wall area surrounding the refrigerator and the floor underneath refrigerator.

8. Disposals. Sink type disposal units are provided in most quarters for the elimination of soft garbage items. Grease, bones, pits, stringy vegetables (celery, cornhusks), and hard items such as spoons, baby bottle nipples, etc., should be placed in trash containers. Run cold water into disposal when operating and KEEP HANDS OUT OF DISPOSAL. Excessive noise or vibration indicates presence of materials which cannot be pulverized by the unit. There is a red reset button located on the garbage disposal underneath the sink. In case of malfunction, press the reset button before calling maintenance.

9. Plumbing Fixtures. Use hot soapy solutions for cleaning plumbing fixtures. Do not use strong alkalies. Grease or other insoluble objects clog the plumbing drains. Dispose of them in the garbage containers.

10. Formica Counter Tops. Some of the counter tops are butcher block in appearance, but are still formica and cannot be used as a cutting board. Do not put hot utensils on the counter tops as this will cause damage to the formica. Cutting or hot pan damage will constitute negligence, and the formica counter tops will be replaced or repaired at the resident's expense. Please use cutting boards and wire cooling racks.

11. Dishwashers

a. Exterior. Clean the outside of dishwasher with warm, soapy water and rinse with a damp sponge. DO NOT USE ABRASIVE CLEANERS.

b. Interior. The interior is self-cleaning with normal use. Occasionally wipe the inside of the door edges with a damp, sudsy cloth. DO NOT USE ABRASIVE CLEANERS.

2042. EQUIPMENT

1. Inventory of Equipment. Inventories of government-provided equipment will be made when quarters are occupied or vacated. The legal sponsor of each housing unit shall be requested to assist government representatives with a joint inventory at check-out inspections. Condition of government-provided equipment shall be noted at this time.

2. Damages. To repair damages resulting from negligence or carelessness, the resident is expected to restore the damaged equipment to its condition at the time of acceptance. Reimbursement charges shall be assessed and payment required at the time of final inspection for any damaged or missing property.

2043. CHARGES. Due to the rapid change in prices, a published list of estimated charges for damages cannot be provided in this Manual. You are encouraged to contact your area manager who will, on a case-by-case basis, provide required information.

#### 2044. ALTERATIONS

1. Alterations. Alterations to existing quarters, exterior or interior furnishings, and plumbing or electrical systems are prohibited. Residents desiring to undertake any improvement projects such as erecting fences must obtain prior approval from the Housing Office. Such projects will be inspected by the area manager, who must ensure that the work has been completed in a satisfactory manner. The resident will complete such improvements at their own expense.

2. Porch Enclosures. Enclosing (i.e., plastic and/or wood) of porches is prohibited. Screening on porches should be protected from impact, pressures, and sharp objects. Repairs to screens, other than deterioration of screening material (screen wire rotting), are resident responsibility.

#### 2045. CARE AND OPERATION OF HOUSEHOLD EQUIPMENT

1. Dishwashers. Follow manufacturer's recommended instructions. If you have any questions, please contact your area manager.

2. Screens. Damages incurred during occupancy, not considered normal wear and tear, will be the responsibility of the resident. Applicable replacement charges will be assessed. Temporary removal of window screens for washing of windows, etc., by the resident is permissible. Window and porch screen repairs will be effected by the resident. Contact the area manager for guidance.

3. Storm Doors. Storm doors should be treated with extreme care because residents are responsible for wind damage. When entering or leaving the quarters, ensure that the latch is engaged. Cleaning of the storm door can be accomplished by removing the glass and cleaning it with glass cleaner. Scrub the door, screen, and tracks and replace the glass.

4. Curtain Rods. Disfigurement or marring of the trim, walls, or doors by installation of curtain rods, bars, or valances is prohibited.

5. Light Bulbs/Fluorescent Tubes and Circles. Initially, light bulbs and fluorescent tubes and circles are furnished for each set of quarters upon assignment; subsequently, light bulbs and fluorescent lighting shall be provided by the resident. Upon vacating quarters, all light fixtures shall be provided with operating bulbs (60 watt or the proper fluorescent type) by the vacating resident.

6. Garages/Carports. Preventive measures shall be taken to keep the cement floor free of oil stains; i.e., car oil, grease, and rust. Garage and carport decks must be free of oil stains upon termination of assignment to quarters.

#### 2046. UTILITIES

1. Telephones. Sprint Telephone is located in Jacksonville, North Carolina. To apply for phone service, call 347-9011.

2. Electricity. Electric power is provided by the Base/MCAS. Its economical use is directed. All government quarters have available 60 cycle, 110/220 volt and 220/240 volt circuits. All quarters have special 220/240 volt outlets provided for dryer installation. Circuit breakers in electric service panels are to be replaced by maintenance personnel only. Taping of circuit breakers is prohibited.

2047. PARENTAL RESPONSIBILITIES/VANDALISM. Children, when present on the Base/Air Station, are subject to the administrative authority of the Commanding General. Acts of vandalism, disorderly conduct, etc., may require administrative action or punitive action through judicial proceedings. Administrative action may result in:

1. Exclusion from the Base/Air Station (debarment) which may indirectly dispossess parents from housing.
2. Suspension or restriction of Base privileges.
3. Removal from, or restriction of, government employment.
4. Recovery of damages or initiation of claims thereof.

5. Parents are responsible for the proper care and conduct of their children. No child under the age of 10 shall be left in quarters unless in the custody of a person at least 12 years old. Additionally, any parent, guardian, caretaker, or sponsor of a child who intends to leave quarters for more than 24 hours must arrange for another adult in the same or adjacent housing area to assume responsibility for any child left in quarters.

2048. FIRE

1. Procedures to follow in case of fire:

a. Evacuate the building. Ensure all people are out.

b. Report the fire. Dial 911 and ask for assistance. When the operator answers, give your name, the location of the fire, address or building number, and type of fire. Be prepared to answer any questions they may ask.

c. If time permits, close all doors and windows, but do not re-enter the house.

d. Go or send someone to the street to direct the Fire Department to the scene of the fire.

e. Fight fire with means at hand:

(1) Use water on ordinary combustibles (trash, paper, wood, etc.).

(2) Use foam, CO<sub>2</sub>, or dry powder extinguishers on grease, oil, gasoline, or other flammable liquids.

(3) Use CO<sub>2</sub> or dry powder extinguishers on electrical fires.

f. Most household fires are caused by leaving cooking utensils filled with grease unattended. Eliminate the cause and prevent a fire. If a grease fire does occur in your kitchen, do not attempt to move a burning pan. If possible to do safely, cover with lid. If the recommended extinguisher is not available, it is suggested that a box of baking soda be kept convenient to the range. Baking soda is an effective agent in extinguishing most oven fires resulting from burning meat, etc.



g. Upon renovation, Capehart range hoods will have a built in fire extinguisher. The pin must be removed from the bottle for the system to function. The pin should be removed at all times except when cleaning the hood. When cleaning the hood slide the pin back into the bottle to inactivate the system. At the completion of the cleaning process, remove the pin to reactivate the system. Failure to do so will render the system inoperable. In case of fire or extreme heat build-up, the range hood will "dump" an extinguishing chemical. Should a dump occur, notify the fire department immediately. The chemical should be cleaned up as soon as possible to prevent damage to the range. Gloves should be used during the clean-up.

**2. ALL FIRES MUST BE REPORTED, EVEN IF ALREADY EXTINGUISHED.**

2049. CONSERVATION OF UTILITIES. All residents of government quarters are charged with conservation of the various utilities provided, with particular attention to the following:

1. Lighting

a. Exterior and interior lighting shall be used as needed for comfort and safety. Lights shall not be left on all night. Turn off lights not actually in use during the day and night time hours. Citations will be issued for failure to comply.

b. When replacing light bulbs, use low wattage bulbs in corridor and other areas of general illumination. Do not use bulbs with a larger wattage rating than that necessary for adequate illumination. High wattage overhead lights are not necessary in rooms where reading lamps are available. Sixty watt bulbs are the maximum permitted.

2. Heat Pumps

a. All quarters are equipped with heat pumps. The heat pump requires the external condenser unit to run in cold weather as well as hot weather. Air return and discharge vent must not be blocked.

b. Government recommended settings are 72 degrees for heating, and 78 degrees for cooling. These settings provide the most cost-effective comfort level in quarters. Residents will be held financially responsible for damaged thermostats. Charges will be made based on current contract cost for performing repair work.

c. Kerosene space heaters are prohibited.

### 3. Hot Water

a. Report all leaking faucets to the Housing Maintenance Desk for repair. A faucet that drips one drop of water per second can waste 2400 gallons of water per year. That is enough to bathe one person every day for three months. If it is a leaking hot water faucet, it will waste electricity and water.

b. A dishwasher uses about 10 gallons of hot water whether it is washing a full load or a half load. Wait until you have a full load to wash.

c. An 18 pound washing machine uses about 48 gallons of water. In most washers, any lesser amount of clothes uses the same amount. So, do not be wasteful. Wash when you have a full load and be careful not to use water too hot for the fabrics you are washing. Cold water is often recommended for certain fabrics.

4. Ranges. Using your oven is cheaper than using your surface units. Surface elements stay on until turned off by you.

### 2050. INSPECTION

1. Upon assignment to quarters (or at the time of occupancy), a check-in inspection of the quarters will be conducted by the resident to whom the quarters are assigned. At this time, any existing damages or needed repairs will be recorded and reported to your area manager, and any additional questions concerning your assigned quarters will be answered. Additionally, the area manager will instruct the resident in proper use of all appliances and utilities.

2. Unscheduled inspection of quarters in regards to grounds maintenance and general appearance will also be conducted by the area manager for each area. If required, a "Discrepancy Notice" will be provided to the resident at the time of inspection. Additional copies will be forwarded to the resident's commanding officer and sergeant major. Corrective action to eliminate the discrepancies should be taken immediately. The area manager will reinspect the area according to the date provided at the bottom of your Discrepancy Notice. If you have any questions regarding your citation, contact your area manager.

# FAMILY HOUSING MANUAL

## CHAPTER 3

### SELF-HELP PROGRAM

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# FAMILY HOUSING MANUAL

## CHAPTER 3

### SELF-HELP PROGRAM

3000. BACKGROUND. All residents of family housing are encouraged to accomplish minor maintenance and repairs to their assigned quarters in the spirit of a prudent homeowner.

3001. SELF-HELP STORE. The family housing Self-Help Store is located in Building TT-43 Warehouse. This facility stocks certain items for use in family housing. The Self-Help Store will issue items to residents of family housing for the purpose of conducting repairs and maintenance to assigned quarters. Some items may require authorization from your area manager.

3002. PROJECTS SUITABLE FOR SELF-HELP. The following projects and maintenance/repair items are considered suitable for "self-help" by the residents of family housing:

1. Adjustments to Building Hardware. Adjustments such as hinges, doors, closet doors, windows, and other attachments and fixtures. Such adjustments can often be made by tightening screws. In other cases, replacement of hardware may be required, and such replacement items will be supplied by the Self-Help Store.
2. Replacement of Heating and/or Air Conditioning Filters. Filters are easily replaced. Bringing the old filter to Self-Help Store will ensure that the proper size filter is provided.
3. Replacement and Repair of Screens. Broken and torn screens are a source of considerable maintenance expense. Screens can easily be repaired by residents. Screening and molding are available from the Self-Help Store after prior authorization from the area manager.
4. Planting of Grass and Spreading of Fertilizer. This work can improve the beauty of a home and can easily be accomplished by the resident. Grass seed and fertilizer will be available at the Self-Help Store, in season.
5. Caulking of Exterior and Interior Surfaces Such as Around Windows and Sinks. Timely replacement of windows and sink caulking can reduce or eliminate deterioration to interior walls and wood surfaces. Caulking guns and appropriate compounds are available for resident use.

6. Improvements. Addition of shelving to closets and storage areas must be approved by the Housing Office. All shelving, once approved, will be painted off-white to match the interior and will remain as permanent fixtures in the quarters.

3003. PLUMBING AND ELECTRICAL REPAIRS

1. Other than the minor repairs listed in paragraph 3002, plumbing and electrical repairs will be accomplished by maintenance.
2. Residents are not authorized to attempt major plumbing or electrical repairs due to the possible hazards involved.

# FAMILY HOUSING MANUAL

## CHAPTER 4

### VACATING GOVERNMENT QUARTERS

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## FAMILY HOUSING MANUAL

### CHAPTER 4

#### VACATING GOVERNMENT QUARTERS

##### 4000. NOTIFICATION

1. At least 45 days prior to the anticipated date of vacating, which must be on or before your date of detachment, it is necessary that the legal sponsor of the housing unit file a "Notice of Intent to Vacate" at the Housing Office, and establish appointments for a preliminary, a pre-final, and final inspection. Housing assignments will be terminated for the following reasons:

a. Transfer by permanent change of duty station orders (PCS).

b. Members retiring or being discharged from the service.

c. Dependents leaving the area for a period in excess of 90 days during a deployment period.

d. Quarters must be vacated at the end of 30 days if member and spouse are not living together.

e. Terminal Leave. Personnel requesting to remain in quarters while on terminal leave must provide to the Family Housing Office **prior to detachment**, a copy of terminal leave orders, or a certificate in lieu of orders, and set up appointments for vacating inspections. The members respective command must assume responsibility in the event quarters are not properly cleared. The check-out sheet must be annotated that member is still in quarters.

f. Death of Active Duty Member. The spouse of an active duty service member has certain entitlements if the active duty member dies. If the member dies in the line of duty, the spouse is entitled to remain in the quarters for 180 days at no cost. If the member dies other than in the line of duty, the spouse has 90 days to remain in the quarters at no cost. If additional time is needed, the Housing Office should be contacted.

g. Eviction. Residents who engage in acts of misconduct or unreasonably infringe upon the rights of other residents are subject to eviction from government quarters. Being a nuisance, being derelict in the responsibilities for government property,

or for any other "just cause" are also grounds for eviction. Based on the nature of the incident and any other documents contained within the resident's file, the Housing Office will determine and prepare the appropriate Letter of Warning or Eviction. Letters of Warning and Eviction will be executed by the Assistant Chief of Staff, Facilities. A Notice of Intent to Evict (NOIE) may be appealed with the Base Inspector within 10 days of receipt of the letter. Any move resulting from such termination will be made at the expense of the government. Personnel evicted from government quarters will not be eligible to apply for government quarters during the remainder of the member's tour of duty at this installation. During grass cutting season, four discrepancy notices or one grass cutting by the Family Housing Office will prompt issuance of a Letter of Warning and a subsequent violation will be a Letter of Eviction.

2. Permission to deviate from this policy must be initiated by the resident at their command level on an AA Form submitted to the Commanding General (Director, Family Housing) via their appropriate chain of command.

3. Personnel making a quarters-to-quarters move will be prepared to stand final inspection within four days of their assignment to other quarters. Residents not ready on the fifth day who have to reschedule their inspection will be assessed a daily grade-based BAH rate, payable in cash, for every extra day both quarters are occupied.

4. When a cleaning agency is hired under contract by a resident, it is responsible only to the resident. Upon satisfactory fulfillment of the contract, the resident will pay the cleaning agency the full amount of the price stipulated in the contract.

#### 4001. PRELIMINARY INSPECTION

1. Preliminary and final inspection times and dates will be scheduled at the time the Intent to Vacate Notice is filed.

2. The preliminary inspection serves as an information process. At this time, the area manager will instruct the residents on what is required of them in order to pass the final inspection.

4002. PRE-FINAL INSPECTION. A pre-final inspection will be conducted only if the resident has hired a cleaning agent to clean the quarters prior to check-out.



4003. FINAL INSPECTION

1. After preparation has been completed, quarters will be inspected by an area manager.
2. Accomplishment of the following prior to inspection will expedite the termination of your quarters:
  - a. Turn refrigerator setting to number one.
  - b. Have all keys available. There will be a charge for lost keys.
  - c. There will be a charge for all damages to the quarters inside and out including yard and equipment that are assessed to be beyond what could reasonably be expected through normal wear and tear.

4004. CLEARANCE FROM QUARTERS

1. Upon completion of a satisfactory final inspection, the area manager will accept the keys assigned to the resident and will issue the resident NAVMC 11051, Termination from Quarters Voucher, unless there are charges or fees pending. If there are charges, the resident will be required to come into the Family Housing Office to receive the NAVMC 11051. Occupants who have pet(s) will be required to pay a flat charge of \$90 for defleaing the quarters at check-out time.
2. If the inspection is unsatisfactory, the area manager will instruct the resident on the procedure to follow for scheduling another final inspection.

# FAMILY HOUSING MANUAL

## APPENDIX A

### COMMANDING GENERAL, MCB CAMP LEJEUNE, FACILITIES DEPARTMENT, FAMILY HOUSING DIVISION

#### QUARTERS LEASE AGREEMENT

1. **HOUSING POLICY.** It is the policy of the Commanding General that residents of family housing should regard their responsibility toward the dwelling unit, its equipment, and the surrounding yard areas as would a prudent resident of a private dwelling. The rights, privileges, and responsibilities of the resident are those of a normal tenancy. Residents of family housing may expect to move into clean, well kept units and shall be required, when vacating, to leave the units and surrounding areas in a clean and well kept condition.

2. **CERTIFICATION OF ALLOWANCE FOR QUARTERS.** I am aware the appropriate rate of Basic Allowance for Housing (BAH) will be withheld from my monetary allowance effective the date my quarters are available for occupancy. I understand that Family Housing will make a unit dairy entry, stopping my housing allowance (or, for other Branches of Service, the voucher will be mailed to appropriate disbursing office). If, after 30 days from assignment, no monetary change occurs in my pay, I am responsible for contacting my disbursing officer to ensure the proper action has been taken to stop my housing allowance. Also, I will immediately report to the area manager any status changes caused by: promotion, demotion, number of family members, divorce, separation, or any other factor pertinent to quarters assignment.

3. **RESIDENT USE OF QUARTERS.** I will use the premises solely as a single-family residence. Use of the unit for any other purpose, including the shelter of any additional number of persons, except temporary guests, is prohibited without written consent of the area manager. Child care providers must be certified and approved by the Commanding General.

4. **GUESTS.** Visitors who will be staying for seven days or more must be registered by my spouse or me at the Family Housing Office. Social visits will not exceed 30 days without prior written permission of the Director, Family Housing. By signing the Guest-in-Quarters Request form, I am certifying that a guest of more than 30 days is not a member of the military who is drawing BAH. The Provost Marshal will issue a visitor vehicle pass for my guest upon proper registration.

5. **PETS.** I certify my entire family is aware of and fully understands we are allowed no more than two pets, dog(s), and/or cat(s), in all housing areas. I will register my dog(s) and/or cat(s), four months and older, at the Veterinary Treatment Facility (VTF) within 15 days of the animal's arrival on Camp Lejeune, along with proof of vaccination I also understand that I am

## FAMILY HOUSING MANUAL

responsible for cleanliness of areas used by my pets and that my pets are not permitted to run loose at any time. My pet must be kept within an enclosure or on a hand held leash at all times. I further understand that any damages caused to the unit or grounds by my pet(s) are also my responsibility. Farm-yard or exotic pets (**REPTILES, DUCKS, RABBITS, CHICKENS, FERRETS, IGUANAS, ETC.**) are **NOT ALLOWED** in any housing area. I understand that breeding or raising of animals for commercial purposes is prohibited. We agree to abide by these rules while we occupy quarters and understand that any violation of same may result in termination of all pet privileges.

6. **CONDITION OF PROPERTY.** My quarters have been inspected by the Quality Assurance housing manager. I will attend the Check-in Orientation where I will be given the keys and Move-in Inspection form for the purpose of annotating any discrepancies I may find in my quarters as I am moving in. I must return this form within 10 days. The area manager will review my comments and contact me for clarification, if necessary. Appropriate action will be taken, if required, and my Move-in Inspection form will be retained in file until I vacate.

7. **QUARTERS MAINTENANCE.** Housing will maintain the quarters in good repair and habitable condition. However, if any time during the term of occupancy, the Family Housing Office is required to make repairs to the quarters, or its equipment, for damages caused by me, my family members and/or guests, I understand such damages will be at my expense. As appropriate, I will be afforded the right to complete the necessary repairs subject to the approval of the Housing Director.

8. **QUARTERS CLEANLINESS/GROUNDS CARE.** I am responsible to keep the premises, including all plumbing fixtures, and appliances, in clean and safe condition. I am responsible to maintain my yard area, cut grass, trim shrubs, edge walkways, driveways, etc., and keep my porch/patio free of trash and debris.

9. **RESIDENT MAINTENANCE.** I understand I am to provide my own replacement light bulbs, and use the self-help facilities to correct minor maintenance problems. I will routinely call the Customer Service Desk at 451-2244 on items requiring maintenance. Failure to do so may be considered negligence. I am responsible for making provisions for maintenance personnel to gain reasonable access to my quarters for the purpose of necessary repairs.

10. **RESIDENT CONDUCT.** I am personally responsible and liable for the conduct of all family members and guests within my quarters. I understand that my occupancy may be terminated if I and/or my family members are unwilling to resolve problems, continually be a source of conflict, disturb the peace and harmony of the neighborhood, and/or fail to properly maintain my quarters.

11. **UTILITY/ENERGY CONSERVATION.** I will operate my utilities in a manner to conserve energy and eliminate waste.

## FAMILY HOUSING MANUAL

12. SMOKE DETECTORS. I am responsible, after acceptance of quarters, to ensure the smoke detector(s) function properly at all times. I am also responsible for periodically testing and ensuring the detector is/are working properly.

13. INSURANCE. I have been advised I should consider a comprehensive renters insurance policy which provides for protection of my personal property and the quarters which I am assigned. If damage is due to my negligence, I may be held liable for damage or loss to Government quarters, equipment, or furnishings.

14. ALTERATIONS TO THE BUILDING. I am required to obtain written consent from the area manager before making any alterations to the quarters or grounds.

15. PERIODS OF ABSENCE. I will notify the area manager by completing the Absence from Quarters form at the Family Housing Office, and notifying the Provost Marshal whenever I expect to be away from my quarters over seven days. Absence from quarters for over 30 days must be submitted in writing and approved by the Director, Family Housing.

16. TERMINATION OF ASSIGNMENT. I understand the following: When a service member is declared a deserter; released from active duty; separated from the service; transferred to Fleet Reserve; retired; transferred to Temporary Disability Retired List; separated from family members (i.e., court order, legal separation or divorce; or separation from family members), I will need to vacate Government quarters. An Intent to Vacate Notice must be filled out by either the spouse or myself. A 45 day notice is required. If I fail to provide sufficient notice due to "short fuse" orders, as much notice as possible should be given.

17. ACCESS TO PROPERTY BY THE AREA MANAGERS AND A REPRESENTATIVE:

a. The Marine Corps reserves the right to enter my Government quarters to ensure proper use and care of property and to make repairs. Therefore, a designated representative of the Commanding General, MCB Camp Lejeune, Family Housing office officials and the Safety Fire Inspector/Department personnel have the right to enforce all published rules and regulations and to enter my unit at reasonable times for any purpose including, but not limited to, inspection, making necessary repairs, and to prevent delay of contract work.

b. This Command respects the privacy of all residents. However, when warranted, I realize that unannounced inspection for cleanliness, safety, and habitability may be conducted. I am also responsible to ensure that I keep the appointment that I set up for the Fire Inspector's orientation, and for any future fire inspections that may occur.

## FAMILY HOUSING MANUAL

18. FIREARMS AND WEAPONS. The use of all dangerous weapons, such as firearms, air rifles, bow and arrows, sling shots, and highly explosive articles or compounds is prohibited within the housing area. I will register all of my privately-owned firearms with the Provost Marshal. I will ensure that all firearms, weapons, and ammunition will be made inaccessible to children at all times and will be disassembled or locked up when possible.

19. DAMAGE AND CLEANING OF QUARTERS. I am liable for the cost of damages and cleaning of quarters. Voluntary payment is my responsibility and payments will be accepted in the form of money order, certified check, or voluntary deduction of my pay account. Payments will be made to the housing collection clerk. All certified checks or money orders for such payments will be made payable to the "DISBURSING OFFICER, DFAS KANSAS CITY CENTER."

20. HOUSING RULES AND REGULATIONS. I will become familiar with the rules and regulations pertaining to housing. Failure to do so will not be considered an excuse should infractions occur.

21. EXCEPTING SMALLER QUARTERS. If I am accepting these quarters with less bedrooms than I am currently qualified for, I understand that I will not be authorized to apply for larger quarters at a later time.

FAMILY HOUSING MANUAL

I HAVE READ AND UNDERSTAND ALL OF THE CONDITIONS CONTAINED  
HEREIN.

My assignment to Family Housing is confirmed and effective on

\_\_\_\_\_ at \_\_\_\_\_.

My Address is:

\_\_\_\_\_  
\_\_\_\_\_

My area manager is, \_\_\_\_\_,  
Telephone number: (910) 451-2895, extension \_\_\_\_\_. I will  
inform the Family Housing Office of my duty phone and home phone  
numbers within seven (7) working days. Currently my phone number is  
\_\_\_\_\_.

With my signature below, I attest the above rules have been explained  
to my satisfaction. I also understand that if I have pets occupying  
the unit, I agree to pay a flat charge of \$90 for defleaing the unit  
at check out time. I also agree to read BO P11101.32, Family Housing  
Manual, for an in-depth explanation of all housing rules and  
regulations.

\_\_\_\_\_  
RANK/NAME

\_\_\_\_\_  
SSN

\_\_\_\_\_  
COMMAND

\_\_\_\_\_  
RESIDENT SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
HOUSING REPRESENTATIVE

\_\_\_\_\_  
TRANSFER FROM

\_\_\_\_\_  
CHECKOUT

## FAMILY HOUSING MANUAL

### APPENDIX B

#### SAMPLE REQUEST FOR CONTINUED OCCUPANCY/RETENTION OF QUARTERS DEPENDENT RESTRICTED TOUR

From: \_\_\_\_\_  
To: Director, Family Housing Division  
Via: Commanding Officer

Subj: REQUEST FOR CONTINUED OCCUPANCY/RETENTION OF QUARTERS

Ref: (a) BO P11101.30K

Encl: (1) Copy of PCS orders dtd \_\_\_\_\_

1. In accordance with the reference, it is requested that my dependents be permitted to remain in assigned family housing. I have received orders for a dependents-restricted tour as indicated by the enclosure. My date of detachment is \_\_\_\_\_ and I will depart on \_\_\_\_\_.
2. I understand that if this request is approved and I am not assigned to the Camp Lejeune/New River area, assigned family housing must be vacated within 30 days after return to CONUS. It is my responsibility to keep the Director, Family Housing, informed of my projected date of return from overseas or any extension on my overseas tour.
3. I further understand that occupancy of housing retained by my dependents may be terminated if my dependents are involved in misuse or illegal use of the quarters or conduct themselves to the detriment of community safety, health, or morale.
4. I agree to notify the Director, Family Housing, and move my dependents immediately if my marital status changes to make them ineligible for occupancy of family housing. I agree to notify the Director immediately in the event I am discharged from the service while my dependents occupy family housing.
5. I have been counseled that my failure to notify the Director in the event of a legal separation or divorce may result in disciplinary action. I have been counseled that should I lose my entitlement to occupy quarters due to a change in my marital status, my spouse may be required to vacate quarters. Should my spouse decline to vacate quarters on a date specified, action may be initiated through the U.S. District Attorney for eviction by court order.

## FAMILY HOUSING MANUAL

### APPENDIX C

#### SAMPLE REQUEST FOR RETENTION OF QUARTERS ON ACCOMPANIED OVERSEAS TOUR WHILE AWAITING QUARTERS

From: \_\_\_\_\_  
To: Director, Family Housing Division  
Via: Commanding Officer  
  
Subj: REQUEST FOR RETENTION OF QUARTERS  
  
Ref: (a) BO P11101.30K  
  
Encl: (1) Copy of PCS Orders dtd \_\_\_\_\_  
(2) Copy of limited power of attorney

1. In accordance with the reference, it is requested that my dependents remain in assigned family housing until housing is available overseas. As indicated by enclosure (1), I have received orders for an accompanied overseas tour. My Date of detachment is \_\_\_\_\_ and I will depart on \_\_\_\_\_.

2. I understand that occupancy of housing retained by my dependents may be terminated if my dependents are involved in misuse or illegal use of quarters or conduct themselves to the detriment of community safety, health, or morale.

3. I agree to notify the Director, Family Housing, and move my dependents immediately if my marital status changes to make them ineligible for occupancy of family housing. I agree to notify the Director immediately in the event I am discharged from the service while my dependents occupy family housing.

4. I have been counseled that my failure to notify the Director in the event of a legal separation or divorce may result in disciplinary action. I have been counseled that should I lose my entitlement to occupy quarters due to a change in my marital status, my spouse may be required to vacate quarters. Should my spouse decline to vacate quarters on a date specified, action may be initiated through the U.S. District Attorney for eviction by court order.

5. I have been counseled and understand that:

a. Every effort will be given to provide me advance notice of when overseas quarters will become available to allow time for my dependent(s) to terminate quarters prior to being assigned quarters overseas.



## FAMILY HOUSING MANUAL

If, however, for any reason I am assigned quarters overseas prior to my dependent(s) vacating present housing, I will be charged for both quarters by forfeiture of the applicable housing allowances for the overseas quarters plus a daily rental fee for the unvacated quarters. The rental charge for Camp Lejeune quarters will be equal to my respective BAH plus VHA at Camp Lejeune.

b. Once I have been notified that government housing will be available for me and my family overseas, it is my responsibility to make the necessary arrangements for vacating current housing and the travel requirements overseas for my dependent(s).

c. A limited power of attorney is required for my dependent(s) to make arrangements in my absence in matters pertaining to housing and transportation entitlements. I further understand that this service is provided free of charge by the installation's legal assistance office. A copy of the power of attorney is submitted with this request for retention of quarters. See enclosure (2).

## FAMILY HOUSING MANUAL

### APPENDIX D

#### MULCHING MATERIAL/TOOL RENTAL

Cypress and cedar shavings are preferred since they deter the breeding of insects and termites.

Rotten manure may contain weed seeds.

Peat moss is attractive, available, but expensive for large areas. Should be kept moist at all times. Forms a crust on top and becomes difficult to keep moist.

Pine needles will not mat down and are fairly durable.

Shredded hardwood bark makes an excellent mulch that is easy to apply and very attractive. Lasts longer than peat moss, and adds valuable organic matter to the soil.

Tree leaves (whole or shredded) are an excellent source of humus, but deteriorates rapidly although high in nutrients.

Bark, ground and packaged commercially, is especially attractive. May be available in rough form from pulpwood loading sites.

Tool rental is available on Base. If you need to rent yard tools, contact the Morale, Welfare and Recreation Equipment Issue Division.

**NOTE: USE OF WOOD CHIPS OR WOOD SHAVINGS IS NOT AUTHORIZED DUE TO THE CHANCE OF TERMITES CAUSING MAJOR STRUCTURAL DAMAGE TO THE QUARTERS.** Contact your area manager for the locations of free mulch and to answer any questions you may have concerning mulch.

## FAMILY HOUSING MANUAL

### APPENDIX E

#### "DO'S" AND "DON'TS"

##### DO

Read Housing Handbook.

Use premises solely as single family residence.

Pay for damages to property from abuse or neglect.

Maintain lawn, shrubbery, and grounds. Mow yard weekly during grass season.

Maintain neat and clean residence.

Be responsible for mandatory self-help tasks.

Change filters every month.

Furnish light bulbs.

Report all fires to the Fire Department.

Notify Housing Office when you will be away from quarters longer than seven days.

Keep trash containers and collection points clean.

Have no more than two pets.

Police after pets daily and repair pet damage to quarters and premises.

Adhere to designated curfews.

Obtain permit from Housing for the following:  
fence, satellite dish, doghouse, shed, commercial business.

Register guests in excess of seven days visit.

Register vehicles in RV lots.

Observe quiet hours.

Observe parking regulations.

## FAMILY HOUSING MANUAL

Register firearms with Provost Marshal.

Notify housing of change in rank, family status.

### DON'T

Drive or park on grass or lawns.

Place grills, trampolines, picnic tables, furniture, playground equipment or swings in front yards.

Grill inside enclosed porches.

Store gear in mechanical rooms.

Store pesticides/chemicals where children and pets can reach.

Leave children under 10 unaccompanied unless in the custody of a person at least 12 years of age.

Have swimming pools higher than 12".

Leave swimming pool unattended unless empty.

Build tree houses.

Leave bags of fertilizer laying around. It will eat through concrete.

Neglect quarters maintenance or upkeep.

PCS without being released from quarters.

Possess or use explosives, fireworks, or pyrotechnics.

Go on roof for any reason.

Put Christmas decor on roof.

Leave windows and doors open when using heat or A/C.

# FAMILY HOUSING MANUAL

## APPENDIX F

### KNOX COMMUNITY

1. General. Government owned sites for parking privately owned mobile homes are available for rent to personnel who are eligible for family housing. All regulations contained in this Handbook are applicable to residents of Knox Community.

2. Lease Agreement

a. Individuals assigned government mobile home spaces will sign a lease and will abide by its provisions.

b. All record owners of the mobile home must sign an Authorization and Hold Harmless Agreement which authorizes the Commanding General, Marine Corps Base, Camp Lejeune, or his designated representative, to contact any secured creditor of the mobile home in the event the mobile home becomes abandoned or vacant for a period of 30 days or more and which allows it's repossession by the secured creditor.

c. Rent, utility, and other charges are due on the first day of each month and are delinquent after the 5th day of the month. A late fee of \$15.00 will be assessed. Charges are payable at the Housing Office by check or money order made payable to the Treasurer of the United States, or through allotment. Residents may mail payments to: Director, Family Housing Division, 43 Inchon Street, Tarawa Terrace, NC 28543. A \$25.00 service charge will be assessed for each personal check returned due to insufficient funds. Payment by allotment is encouraged.

3. Preparation of Space for Checkout. The resident or designated representative may check out of the mobile home space. Cash refunds will only be made to the resident whose signature appears on the lease. The resident is responsible for the space and all its government property until the inspection has been made and the release slip issued. Government property includes:

- 1 storage shed
- 1 90-gallon roll out container
- 1 umbrella type clothesline (if applicable)
- 1 mail box key
- 1 storage shed key
- 1 RV storage lot key (if applicable)

## FAMILY HOUSING MANUAL

a. Final inspection will cover the following:

(1) Lot. Mobile home and personally owned items must be removed. All holes must be filled and leveled; grass cut and trimmed under fence, around shrubs, driveway, shed and patio; bare spots repaired with sod, and yard raked.

(2) Fence. Install removable portion and repair or replace broken parts.

(3) Shed. Sweep out, clean floor, and wash exterior.

(4) Trash can. Wash thoroughly and store in shed.

(5) Hook-up material. Store plastic pipe in shed.

(6) Umbrella clothesline. Store in shed.

b. Return keys to mail box, storage shed, and RV lot to area manager to get your release slip. After the inspection is complete, report to the Family Housing Check-out desk with your inspection release slip and settle your account in order to get your Base clearance sheets signed. Then notify:

(1) Post Office of change of address.

(2) Sprint Telephone (at least one day prior to check out).

(3) Carolina Power and Light (at least three days before moving out).

(4) Cable company (at least one day prior to check out).

4. Sale of Mobile Home in Place. Residents of Knox Mobile Home Park who wish to sell their home to another eligible military member must first get permission from the Director, Family Housing. Residents cannot place a "for sale" sign in the home without obtaining this approval, and must later come into the Housing Office with the new owner showing proof of ownership, in order for the mobile home to remain at Knox. Otherwise, the home must be removed prior to the original owner departing the area.

# FAMILY HOUSING MANUAL

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## FAMILY HOUSING MANUAL

### F

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### K

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### L

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### M

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### N

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## FAMILY HOUSING MANUAL

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### P

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### R

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### S

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### T

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### U

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### W

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